

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ORIGINAL

Illinois Commerce Commission
527 East Capitol Avenue
Post Office Box 19280
Springfield, Illinois 62794-9280

For Commission Use Only:

Regarding a complaint

by Betty Johnson
(Person making the complaint)

Case 00-0608

against Commonwealth Edison
(Utility name)

as to Overcharges, Estimated Billing

in Chicago Illinois.
(Reason for complaint)

ILLINOIS COMMISSION
COMMERCIAL DIVISION
SEP 14 2 58 PM '00
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 3947 West Polk Street, Chicago Illinois 60624

The service address that I am complaining about is 3947 West Polk Street, Chicago IL 60624

My home telephone number is 773 826-3842

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at 773 826-3842

Commonwealth Edison (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

83 ILCS 200.150, 200.170

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

- 1) I have been extremely stressed by the lack of attention and remedy to my problem with ComEd for overbilling and estimated billing. I've been calling ComEd for years about my high estimated bills. On 5-2-2000 and 6-1-2000 was the last straw when I called to complain again about these estimated bills, ComEd sent a meter reader and readings were taken.
- 2) Upon receipt of billing I noticed continued estimated reading. Why?? And this continues presently, despite additional actual readings taken. ComEd still fails to send a bill based on an actual reading. Bills are estimated reading based. Please clearly state what you want the Commission to do in this case. Service reconnected, balance voided/waiver, and refund for all overcharges I paid over the years estimated at \$2000.00. And all future bills actual reading based only!

Date: 9-11-00
(Month, day, and year)

Complainant's signature Betty Johnson

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

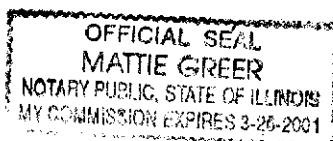
A notary public must watch you fill out this part of the form.

I, Betty Johnson, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

x Betty Johnson
(Signature)

Subscribed and sworn/affirmed to before me this 11th day of SEPT., 2000.

Mattie Greer
Notary Public, Illinois



NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.